

TENDER DATA

Project title:	Appointment of a Travel Management Agency for the Implementation and Support of Online Booking Tool (OBT) and related services for a period of thirty-six (36) months.
Bid no:	SENT/015/2025-26

1. BACKGROUND

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

The competitive environment has shifted substantially and only organisations that remain focused on digital innovation and excellence in customer service and their offerings are likely to survive. The fast-changing pace of technology, which is in part driving different customer needs, has revolutionised the face of broadcasting.

To address its travel and accommodation needs, SENTECH has adopted a fully online travel requisition process. Travellers initiate their requests through a dedicated travel management system, where bookings are made digitally and forwarded to the appropriate authorising official using either the electronic platform or email or cell phone. Upon review, the designated approver can authorise the requisition via an approval link, triggering the automatic issuance of travel vouchers. These vouchers are then promptly sent to the traveller and the relevant third-party service provider, streamlining the procedure and reducing administrative overhead.

SENTECH's main goal in releasing this RFP is to appoint a bidder who can deliver on the following objectives:

- Offer travel management services that are consistent, dependable, and ensure a high level of traveller satisfaction aligned with set service standards;
- Deliver meaningful cost savings to SENTECH, while maintaining or improving the quality of services provided;
- Support and effectively manage travel-related risks;
- Make sure all requests and approvals are processed in accordance with established policies.

2. SUBMISSION OF BIDS and CLOSING

2.1 This Bid closes on the date and time stipulated on the Notice and Invitation to Bid (SBD1). Bids can be submitted electronically via the eTender Portal and/or by hand to the tender box at Sentech Offices, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

- Bidders that opt to deposit their bid documents in the tender box must do so on or before the closing date and time, during working hours only (08:30-15:30). No late submissions will be accepted.
- Bidders who opt to submit via the Sentech eTender Portal ("the eTender Portal") are advised that the eTender Portal has a files size limit of 30MB. Bidders must upload their tender documents timeously. The eTender Portal is available 24hrs a day. No late submissions will be accepted.
- It is incumbent on the bidder to ensure that their bids are submitted timeously via the selected method before the closing date and time. Sentech will not take any responsibility of any incomplete submissions, corrupt or unreadable files or late tenders, for any reason whatsoever.
- Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted.**

2.2 This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

- a) For manual submissions, Envelope One must consist of "Original Technical Proposal together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).
- b) No Financial Information must be included in Envelope One.
- c) Envelope Two "Original Financial Proposal" (Contract Data and Pricing schedule/schedule of rates as applicable). The soft copy will consist of a single PDF document containing the complete Financial Proposal.
- d) Bidders are required to place the sealed Envelope One together with the sealed Envelope Two into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

For Attention:

- HEAD OF SUPPLY CHAIN MANAGEMENT
 - BID REFERENCE NO: SENT/015/2025-26
 - TECHNICAL AND FINANCIAL PROPOSALS
 - INSERT CLOSING DATE AND TIME
 - BIDDER'S NAME AND ADDRESS
- e) The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.
 - f) The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
 - g) Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
 - h) Late submissions will not be considered.
 - i) For online submissions via the e-Tender portal, submission requirements are directed by the system. Bidders must follow instructions in the Bidder's manual.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Both original signatures and electronic signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. BID VALIDITY

This Bid shall remain valid for a period of 90 days only. An extension of the Bid validity, if justified in exceptional circumstances, shall be requested in writing from all Bidders before the expiration of the 90-day period.

6. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bare all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

7. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

8. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

9. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of _____% of the value of the contract to _____ (specify the designated group targeted).

10. TRANSFORMATION PLAN

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

11. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?	Yes	No
If yes, specify the sector		
Specify minimum threshold applicable		

*Bidders must fill in the SBD6.2 for Local Content and Production

12. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

13. OBJECTIVE CRITERIA

- 13.1 Sentech reserves the right not to award this tender to any Bidder or any of its directors or subcontractors who during the preceding five (5) years –
 - 13.1.1 failed to perform satisfactorily on a previous project with Sentech or any other organ of state; or
 - 13.1.2 wilfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract.
- 13.2. Sentech further reserves the right not to award this Tender to any Bidder or any of its directors or subcontractors who have been blacklisted by any organ of state or committed and/or charged in any court of law or similar tribunal or forum with any act of tax non-compliance, fraud, corruption and/or dishonesty of whatsoever nature.

14. AWARD OF BID/S

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the Bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

15. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels, Sentech shall be entitled to consider and accommodate product upgrades during the tenure of the contract and/or panel. Bidders are required to bring all such developments to the attention of Sentech for approval.

16. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

17. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

18. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

An 80/20 system will be followed for Technical and Price offer	1. Stage 1 – Administrative Responsiveness Evaluation All the Technical Proposals will be evaluated against the Administrative responsiveness requirements as set out in the list of returnable documents. 2. Stage 2 –Technical Evaluation <u>Mandatory Evaluation Criteria</u> All Proposals that qualify based on the administrative responsiveness requirements will be evaluated against the Mandatory Evaluation Criteria. Bidders must COMPLY TO ALL the Mandatory Evaluation Criteria in order to qualify for further evaluation. Sentech reserves the right to request clarification on any aspect of the tender in line with its policies. <u>Functional Evaluation Criteria</u> Bidders qualifying in Mandatory criteria will be evaluated against the Functional Criteria. Bidders must score 70 points or more out of a total of 100 points allocated. Bidders who score less than 70 points will not be evaluated further. Bidders who obtain the required threshold points of 70 points or more will qualify for further evaluation . 3. Stage 3 – Booking Tool Demonstration Bidders who scored 70 points (or more) out of a total 100 points available in the Technical Evaluation Criteria will be invited for their system demo. 4. Stage 3 – Risk Assessment Bidders that have qualified on the basis of achieving the required evaluation score may undergo a further risk assessment and may be disqualified from being evaluated further should the risk assessment so warrant or there are compelling and justifiable reasons to disqualify a bidder. The risk assessment will be based on any identified risks that arise out of the bidder's responses and any other risks that Sentech may identify. 5. Stage 4 – Price and Preference Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.
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19. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.

- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6,1 and 6.2 depending on applicability.
- Complete and sign the Contract Data.
- Should this be a 2 envelope or 2 stage system, Bidders MUST separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

20. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

21. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional / Technical Criteria

22. TECHNICAL EVALUATION CRITERIA

22.1 Mandatory Eligibility Criteria

The following criteria are mandatory to ALL BIDDERS:

Mandatory Eligibility Criteria	Attach evidence	Provide reference page number in your proposal
1. Submit Proof of current valid certificates for International Air Transport Association (IATA) Membership	Attach valid certificate	
2. Submit proof of current valid certificate for Association of Southern African Travel Agents (ASATA) membership.	Attach valid certificate	
3. Submit proof of ownership or third-party agreement for Self-Booking Tool (SBT) software.	Attached signed valid letter or agreement.	
4. Submit proof of registration with Global Distribution System/s (such as Amadeus/ Galileo or any other system)	Attach valid proof of registration/ affiliation/agreements/ letter or any documentation that validates subscription.	

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

22.2 Functional Criteria

Functionality Criteria	Proof Required	Points
1. Bidder Experience Overall Company Experience rendering travel managed services: - Less than 1 year → 0 points 1 to 2 years → 5 points 3 to 4 years → 10 points 5 or more years → 15 points	Company profile specifying the services and number of years in business	15
1.2 Client References / Track Record: - No projects completed → 0 points - Between 1 to 2 projects completed → 1 - 2 points - Between 3 to 4 projects completed → 3 - 4 points - Between 5 - 6 projects completed → 5 - 6 points - Between 7- 8 projects completed → 7- 8 points 9 to 10 projects completed or above → 10 points	Provide List of Completed Projects	10
2. Proposed Methodology and Project Management Account Management Plan: - The plan must be designed to efficiently address turnaround times for bookings, invoicing, and account reconciliations. This ensures a streamlined workflow, reduces delays, and maintains high standards of accuracy and client satisfaction. Continuous Costing Structure Improvement: - Provide a continuous improvement methodology that regularly reviews and refines the costing structures, identify opportunities to optimise costs, thereby reducing the overall cost of service for our clients without compromising on quality. Continuous Service Improvement: - Ability to gather client feedback, monitor performance metrics, and implement innovations to ensure our services consistently evolve and improve, delivering greater value over time. Scoring - The methodology does not address any of the elements above. → 0 points - The approach addresses one of the three elements above. → 5 points - The approach addresses two of the three elements above. → 10 points - The approach addresses all three elements above or more. → 15 points	Methodology covering the three elements stated, in detail	15
3. Service Delivery & Quality Management Plan: Comprehensive Approach to Traveller Support and Service Excellence The Service Delivery & Quality Management Plan must be designed to meet the highest standards of efficiency, client satisfaction, and continual improvement. The plan must directly address the following areas: VIP Traveller Qualification & Benefits: Clear criteria are established for travellers to attain VIP status, such as frequency of travel or spend thresholds. VIP Travellers must enjoy enhanced services, including priority support, exclusive offers, dedicated account management, and access to premium facilities, ensuring a superior travel experience.		20

Functionality Criteria	Proof Required	Points
- Travel Insurance Policies: Must provide comprehensive travel insurance options covering medical emergencies, trip cancellations, lost baggage, and other potential risks. - Passport and Visa Assistance: Personalised support is offered for passport renewals and visa applications. knowledgeable consultants are to guide travellers through the documentation process, appointment scheduling, and provide real-time updates to minimise delays and ensure compliance with destination regulations. - Access to GDS Inventories: Travellers and agents are granted seamless access to Global Distribution System (GDS) inventories, enabling real-time booking of flights, hotels, car rentals, and other travel services at competitive rates, with instant confirmations and a broad selection of travel options. Scoring Methodology - The methodology does not address any of the elements above. → 0 points - The approach addresses 1 of the 4 elements above. → 5 points - The approach addresses 2 of the 4 elements above. → 10 points - The approach addresses 3 of the 4 elements above. → 15 points - The approach addresses all 4 elements above or more. → 20 points		
4. Key Account Manager and Other Resources KAM must have 10 years' experience in the industry (C.V must be attached) Scoring - Less than 5 years of experience → 0 points - Between 6 and 8 years of experience → 5 points - Between 8 and 10 years of experience → 10 points - More than 10 years of experience → 15 points		15
4.1 Profile of other resources Scoring 1-year experience → 0 points 2 to 3 years' experience → 2 points 4 to 5 years' experience → 3 points 6 year's experience → 4 points - More than 6 years' experience → 5 points		5
5. Value Added Services - e-hailing services and self-bookings (e.g. Uber Business or equivalent / similar): Enables officials to conveniently arrange transportation anytime, reducing wait times and offering transparent billing. Self-booking functionality empowers users to plan and manage their own travel with flexibility and real-time updates. - Shuttle services: Provides scheduled or on-demand group transport, ensuring cost-effective and reliable travel for groups of officials between locations such as offices, hotels, and airports, thereby improving logistical efficiency. - Travel card (e.g. Travelex or equivalent): Supplies prepaid cards for business travel expenses, streamlining payments, enhancing security by limiting exposure to cash, and allowing for easier tracking and reconciliation of expenditures. - Expense Module – the system must have an expense module must include a feature designed to manage and track various types of		20

Functionality Criteria	Proof Required	Points
expenses incurred by employees or the organization. It streamlines the process of recording, submitting, approving, and potentially reimbursing expenses. Scoring 0 to 1 of the services above (with description of the services and their benefits): (0 points) 1 of the services above (with description of the services and their benefits): (5 points) 2 of 4 of the above services with description of the services and their benefits): (10 points) 3 of the above 4 services with description of the services and their benefits): (15 points) - All the 4 of the above services with description of the services and their benefits) and additional value-added services: (20 points)		
Total		100

Table 1: Functional Criteria

Total minimum qualifying functional score is 70 points.

22.2 Bidders who meet the minimum functional score will be invited to demonstrate their online booking tool.

Criteria	Points	Points
Online booking tool	- All bookings are done and approved in the system - Comparability of quotations - Has an expense module or can integrate with SAP Concur Expense module - Audit trail on requisitions and approvals - Linkage to internal policies and customisable. - Flagging of travellers with repeated motor vehicle accidents and / or other abnormal trends	60

The service provider must obtain at least 50 out of 60 points to proceed to the price and preference evaluation.

23. Risk assessment

All bids that pass the technical evaluation in 22.1 and 22.2 will undergo a risk assessment based on the following framework:

Criteria	Comments
e.g. Dishonesty in information presented	
Any additional information received from past references	
Financial and operational sustainability of the Bidder	
Any other information that Sentech may deem important	

NB: Sentech may disqualify Bidders based on the outcome of the risk assessment.

24. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000). Accordingly, either the 80/20 or 90/10 preference point system will apply and the highest acceptable Bid will be used to determine the applicable preference point system.

25. Preference Point allocation – 80/20 or 90/10

Price / Preference	Weighting (80/20)	Weighting (90/10)
Preference:	20	10
Price:	80	90
Total must equal:	100	100

Sentech will award preference points according to the following table:

Goal	Points (80/20)	Points (90/10)	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	5	A valid BBBEE Certificate showing at least 51% black ownership
	5	3	A valid BBBEE Certificate showing at least 25.1 – 50% black ownership
	3	2	Black owned company showing at least 5 – 25% black ownership
	0	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	4	A valid BBBEE Certificate showing at least 51% women ownership
	4	2	A valid BBBEE Certificate showing at least 25.1 – 50% women ownership
	2	1	A valid BBBEE Certificate showing at least 5-25% women ownership
	0	0	A valid BBBEE Certificate showing at less than 5% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	1	A doctor's note confirming disability or confirmation of disability from the Department of labour (EEA1 form) or equivalent
Total Points	20	10	

26. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$P_s = 80 \left[\frac{1 - (P_t - P_{min})}{P_{min}} \right]$$

Where:

P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{min} = Rand value of lowest acceptable bid

27. Price Calculation 90/10

The following formula will be used to calculate the points for price.

$$Ps = 90 \left[\frac{1 - (Pt - Pmin)}{Pmin} \right]$$

Where:

Ps = Points scored for price of bid under consideration
 Pt = Rand value of bid under consideration
 Pmin = Rand value of lowest acceptable bid

28. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact no.	tel.	Contractual commencement date	Contractual completion date
1							
2							
3							
4							

Customer		Service Provided	Contact Person	Contact no.	tel.	Contractual commencement date	Contractual completion date
5							
6							
7							
8							

Name of Tenderer	Signature	Date